

## **Telco responses to the CCTS Annual Report 2018 - 2019**

### **Bell Canada**

#### **Nathan Gibson, Media Relations at Bell**

“While CCTS complaints were up for all national carriers, Bell’s share of the total continued to decline for the 4th year in a row, with the smallest increase in the number of complaints among our major competitors.

We’ll be reviewing the CCTS report in detail to ensure that we continue to provide customers with the best experience across all of our brands.

Bell has more than 22 million customer connections. We don’t provide breakdowns by our various brands.”

### **Rogers**

#### **Eric Agius, Senior Vice President, Customer Care**

“We’re on a multi-year journey to improve our customer experience and customer feedback is so important to us. While one complaint is one too many, we have started to see progress on our plan -- we have the fewest complaints per subscriber of any national carrier and we are the only with a drop in complaints over the last seven years.” Eric Agius, Senior Vice President, Customer Care

### **TELUS**

#### **Tony Geheran, Executive Vice-President and Chief Customer Officer, TELUS**

“TELUS continues to lead the industry, as we have since 2011, with the fewest complaints amongst national carriers. Since 2014, we have enjoyed world leading customer loyalty as demonstrated by our low customer churn.

We recognize that complaints across the industry have increased and we are listening. At TELUS, we review every complaint with a focus on resolving it quickly and creating operational improvements to benefit all of our customers. This reporting year, we saw an increase in complaints following a price increase to a bring-your-own-device wireless plan; we heard from a lot of customers who were frustrated with our pricing and they said the contract was difficult to understand. We embraced this feedback. Since then, we have simplified our contract language to make it more transparent, introduced new endless data plans that eliminate fears about overages, and have dramatically cut-down the time it takes to connect with our customer service teams. We are encouraged to see that this fall, we have received fewer complaints in comparison to the same time period last year.

We have been on a journey to put our customers first for over a decade, and we know there is still work to be done. Our customers have my commitment that we will always listen, and will continue to improve based upon their feedback.”

**Shaw**

**Chethan Lakshman, Vice President, External Affairs, Shaw Communications**

We appreciate the feedback that our customers provide us through the CCTS report, and we will continue to use this information to make our products and customer service practices the best they can be for our customers.

While most customer complaints are managed to a satisfactory resolution by our customer care teams, we are disappointed that we have not met the expectations of a relatively small number of customers and we look forward to the opportunity to build their trust and earn their business.

**Cogeco Connexions**

**Gabriel Beausejour**

During the period covered by the CCTS report, Cogeco Connexion did encounter issues which were related to the implementation of our advanced CMS system. These issues, which are now resolved, generated spikes in the number of direct calls received and consequently delays in resolving some customer problems which further extended our resolution time. Despite our efforts and the addition of new resources, the situation resulted in an abnormal increase in the number of complaints during that period.

However, over the last 6 months, Cogeco Connexion has returned to its normal high standards of customer service and is now responding to all of the complaints filed. We recognize that this situation has been disruptive for our impacted customers that are accustomed to Cogeco's high quality service and we apologize again for that and reiterate our continued commitment to excellence in customer service.